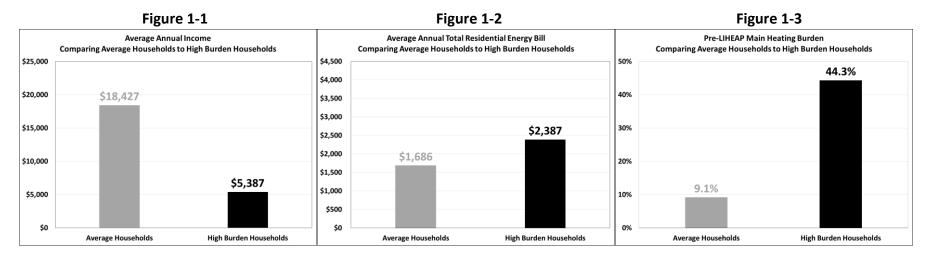
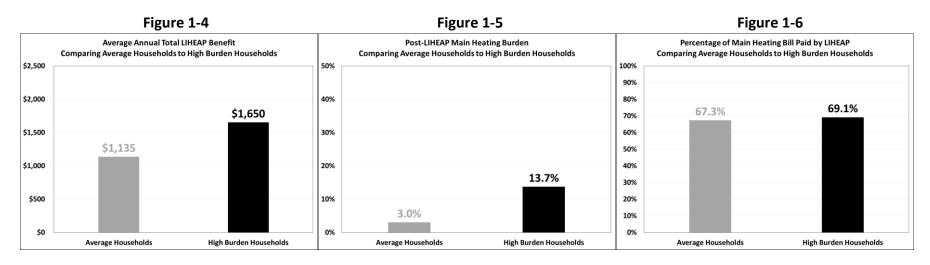
The charts on this page present key metrics comparing high burden recipient households to the average recipient household. The first three charts provide a summary of the average annual income, average annual total residential main heating bill (main heating fuel bill and electric), and pre-LIHEAP main heating burden for high burden recipient households and the average recipient household.



The second three charts below provide a summary of the average annual total LIHEAP benefit, post-LIHEAP main heating burden, and the percentage of main heating bill paid by LIHEAP, comparing high burden recipient households to the average recipient household.



Note: the data shown in Figure 1-1 through Figure 1-6 are broken down by heating fuel type in the charts on pages 2—4.

Figure 2-1

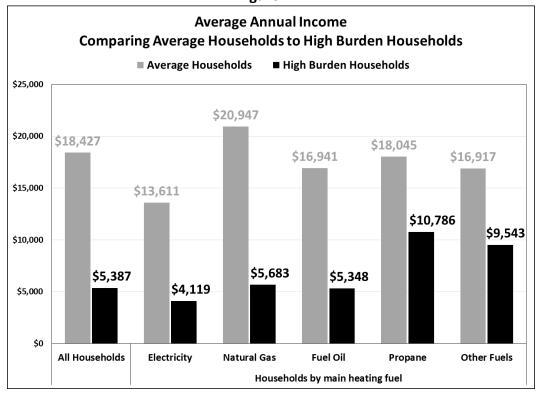


Figure 2-2

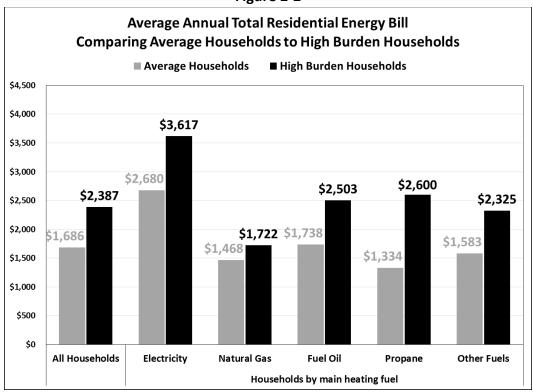


Figure 2-3

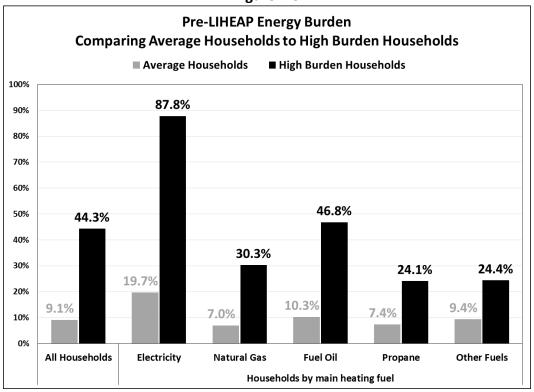


Figure 2-4

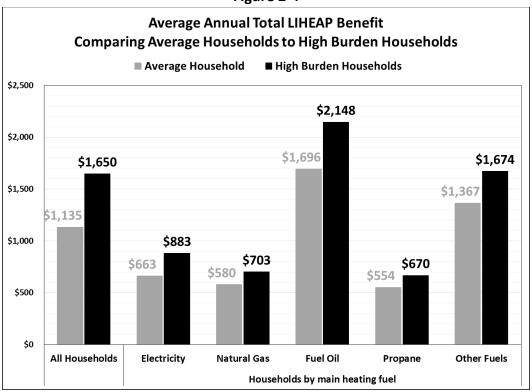


Figure 2-5

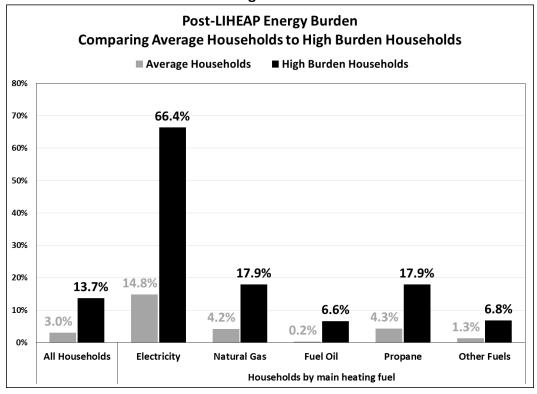
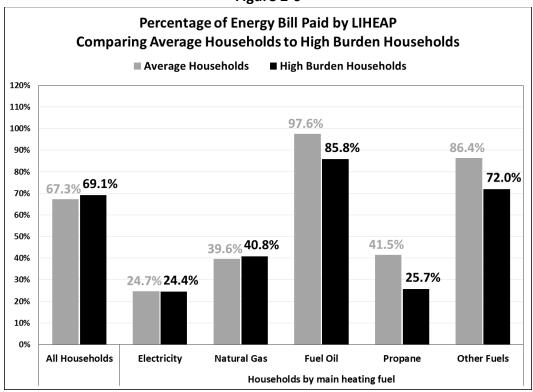


Figure 2-6



Figures 3-1 and 3-2 combine data elements for the average main heating bill (total and net), benefit amount, pre/post-LIHEAP main heating burden, and percentage point reduction in main heating burden resulting from the LIHEAP benefit amount for average LIHEAP recipient households (Section B) and provides a brief analysis of these data for all households in the group.

Figure 3-1

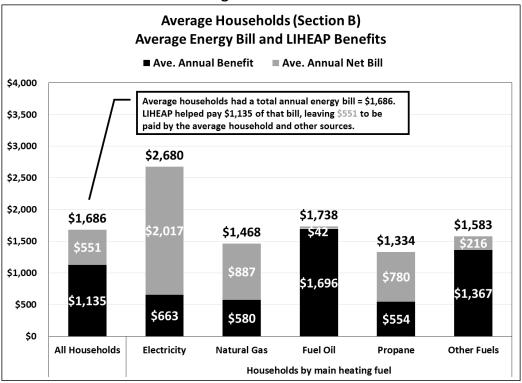
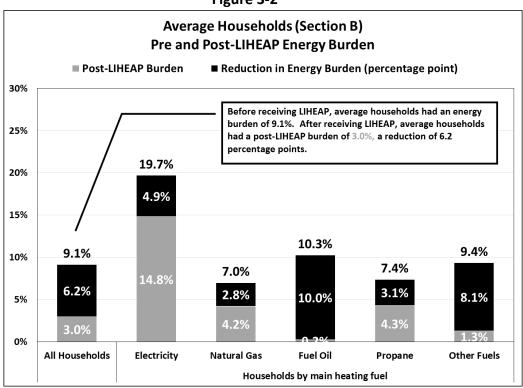


Figure 3-2



Figures 4-1 and 4-2 combine data elements for the average main heating bill (total and net), benefit amount, pre/post-LIHEAP benefits and percentage point reduction in main heating burden resulting from the benefit amount for high burden LIHEAP recipient households (Section C) and provides a brief analysis of these data for all households in the group.

Figure 4-1

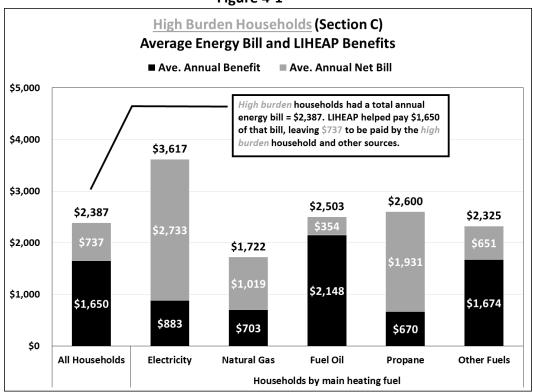
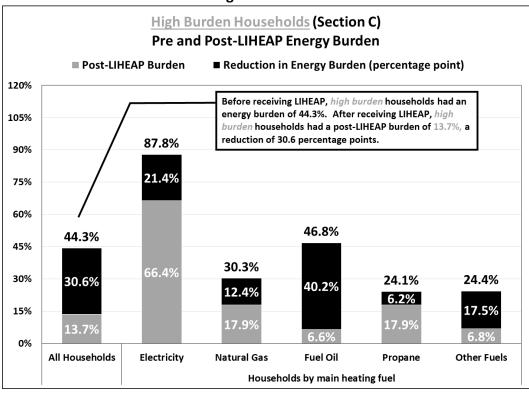


Figure 4-2



Figures 4-3 and 4-4 provide the Benefit Targeting Index and Burden Reduction Targeting Index for high burden households, plus a brief analysis of the results on these indexes for all high burden LIHEAP recipient households.

Figure 4-3

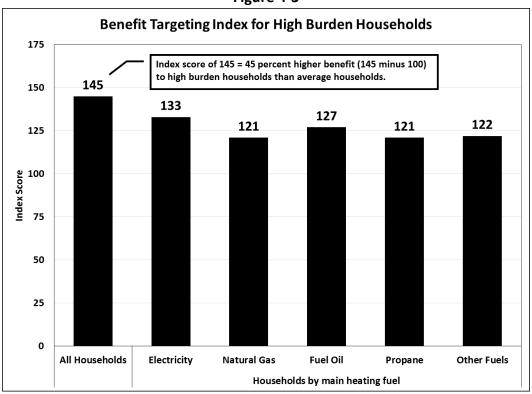


Figure 4-4

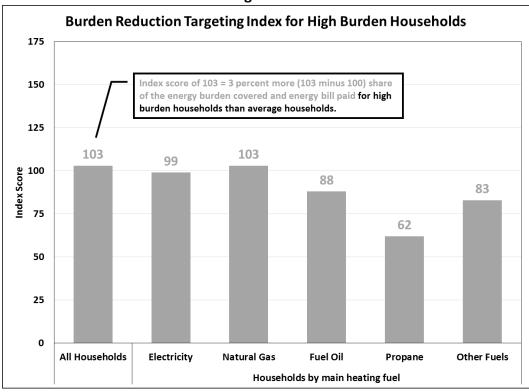


Figure 4-5

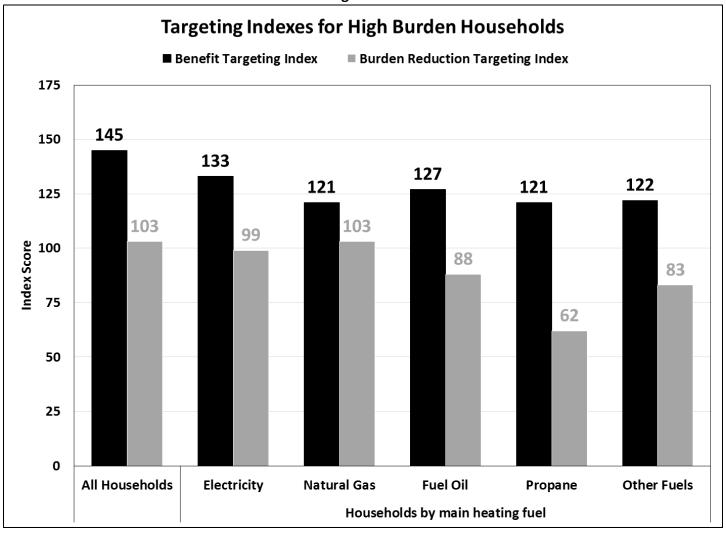


Figure 4-5 combines Figure 4-3 and Figure 4-4 for an at-a-glance comparison of the two indexes. The **Benefit Targeting Index** for high burden households tells whether, on average, high burden households receive higher benefits (score > 100) or lower benefits (score < 100) than average LIHEAP recipient households. The **Burden Reduction Targeting Index** tells whether, on average, high burden households have a greater share of their main heating burden covered and main heating bill paid by LIHEAP (score > 100) or lesser share of their main heating burden covered and main heating bill paid by LIHEAP (score < 100) than average LIHEAP recipient households.

Figure 4-6

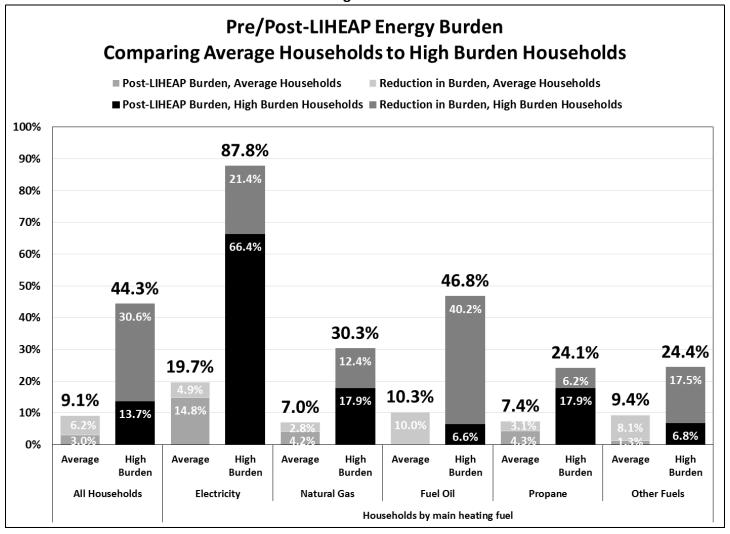
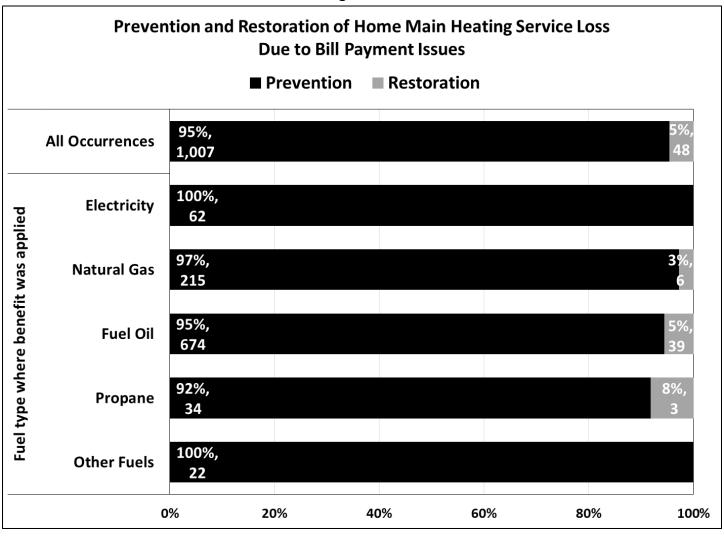


Figure 4-6 combines the data elements from <u>Figure 3-2</u> and <u>Figure 4-2</u> to provide a comparison of the pre-LIHEAP main heating burden and post-LIHEAP main heating burden of average recipient households and high burden recipient households. The "Reduction in Burden" shown in Figure 4-5 is the *percentage point* difference after subtracting the post-LIHEAP main heating burden from the pre-LIHEAP main heating burden. To examine the *percentage reduction* in main heating burden after receiving LIHEAP, return to <u>Figure 1-6</u> or <u>Figure 2-6</u>.

Figure 5-1



In FY 2018, LIHEAP assistance helped prevent or restore 1,055 total occurrences of home main heating service loss resulting from bill payment issues.* About <u>95 percent (1,007) were prevented</u> from losing home main heating service, while about 5 percent (48) experienced home main heating service loss and were restored.

*Prevention of home main heating service loss due to bill payment issues refers to all occurrences of LIHEAP recipient households who had a past due notice or utility disconnect notice (electricity, natural gas) or were at imminent risk of running out of fuel (propane, other fuels). Restoration of home main heating service loss due to bill payment issues refers to all occurrences of LIHEAP recipient household whose main heating service was restored after a disconnection (electricity, natural gas) or fuel was delivered to a home that ran out of fuel (propane, other